Department of Information Services
Customer Advisory Board
July 26, 1999
Meeting Minutes

Members present:
Thomas Bynum, Chair, Employment Security Department
Doug Tanabe, Vice Chair, Department of Personnel
Bob Monn, Department of Ecology
Shelagh Taylor, Labor and Industries
Herb Potter, Department of Agriculture
Tom Neitzel, Health Care Authority
Marla Kentfield, Office of State Treasurer
Jim Albert, Attorney General's Office
Al Bloomberg, Department of Natural Resources
Bob Hamilton, Department of Social Health Services
Mike Seale, Community Trade and Economic Development
Neila Goyette, Department of Revenue
Dan Parsons, Washington State Patrol
Dan Fannin, Center for Information Services
Susie Smith, State Auditor's Office
Jim Reitz, Department of Retirement Systems
Bill Davis, Department of Financial Institutions
Paul Piper, Department of Services for the Blind
Jim Eby, Department of Fish and Wildlife
Kathy May, Department of Transportation
Patty Prouty, Secretary of State's office
Sue Fleener, Department of Licensing
Tom Parma, Department of Financial Institutions
Roger Dodd, Department of Revenue
Gayle McGee, Department of Health
Don Price, Department of Corrections
Jim Reitz, Department of Retirement Systems
Joe Dear, Governor's office

DIS Staff present:

Clare Donahue, Acting Director	**Paul Taylor, Deputy Director**
John Saunders, E-Commerce	**Eric Campbell, Communications**
Lance Calisch, MOSTD	**Andy Marcelia, MOSTD**
Lourdes Collins, MOSTD	**Mary Lou Griffith, MOSTD**
Erika Lim, MOSTD	**Connie Michener, MOSTD**
Mike Curtright, CSD	**Carolyn Barkley, Year 2000 Office**
Mike McVicker, TSD	

Others:
Joe Dear, Governor's office
Barry Rau, Sterling Associates

Call to Order - Thomas Bynum, DIS Customer Advisory Board Chair, called the meeting to order at 1:30 p.m.

Thomas Bynum introduced Joe Dear, Governor Locke's Chief of Staff, to the CAB. Joe first thanked the CAB in regards to their Year 2000 efforts and for implementing portfolio management, which has been proven as a valuable tool. He stated the Governor would be giving a quality award to the participants in the portfolio management project in light of their efforts. Joe then discussed digital government. He stated that to the Governor and himself, "this is a big deal". The message from the Governor is to move ahead in trying to improve service to the customers, the speed that we interact with citizens and the cost of doing such. The Governor is interested in projects that citizens will notice -- faster speed, lower cost.

E-Commerce – John Saunders
The E-Commerce Steering committee is working on a project charter, and hopes to have a final version available by the next CAB meeting. The Assistant Attorney General's office is working with the State Auditor and Secretary of State's office on an informal opinion as to when agencies can/must use digital signatures for authentication. An RFP was released during the month of July for certification authentication services. Amdahl has completed the first round of external interview, and are on schedule and on budget. The E-Commerce office is working on collecting information from other agencies as to what credit card processing looks like, and will completing a business case analysis in August.

Sub Committee Reports
Human Resources - Bob Murff
DOP continues to collect information on 6767 compression issues. Doug Tanabe provided handouts on MCSE training programs and internal consultant training.

Architecture – Phil Grigg
State and Local Government – Dan Parsons
No report.

Year 2000 Sterling Report – Barry Rau, Sterling Associates
Barry referred to report 16, which shows that a high number of projects have been certified as Year 2000 compliant. There are now 9 projects that are considered high risk -- noting that the reason for the high risk rated are largely due in part to vendors missing milestones and not meeting deadlines. At the end of this process and list of best practices will be completed using examples from agency projects, i.e., DOL and DSHS implemented "clean management" processes which ensure that systems that have been made Year 2000 compliant will stay that way. Barry stated that reports will be monthly from now on and the next report is due out August 16th.

IT Portfolio - Paul Taylor

Paul stated that it is expected to have Phase 3 of the agency portfolios by the end of summer.   He provided a handout that showed a timeline for moving forward. Comments on that handout should be give to the respective Senior Technology Management Consultants.

Portfolio Data Elements Work Group - Paul Taylor

Paul stated that Darrel Riffe had worked with a CAB sub-group to review the content standards from the portfolio model.   Material was used from the last biennial performance report as the basis of the content standards. The sub-group is working on an update of the content requirements that balance legislative intent, agency business value, and statewide "digital readiness".

New Business

IPMA

The IPMA Fall Forum which has been held at the Tyee Hotel in the past, will be held at St. Martins College in May of 2000.

The August CAB meeting has been canceled. The next meeting is scheduled for September 27, 1999 from 1:30-3:30 in the DIS Boardroom.

Meeting adjourned.